

CODE ENFORCEMENT MANAGER

DEFINITION

To plan, assign, and manage the activities and operations of a comprehensive code compliance program; to ensure that complaints are resolved within specific time frames; to research and provide reports on code enforcement programs throughout the City; and to provide staff support to the Assistant Director of Building & Housing.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Building & Housing.

Exercises direct supervision over assigned professional, technical and clerical staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Assumes management responsibility for assigned services and activities of the Code Enforcement Section including enforcement of certain building, Health and Safety, Business and Professions, vehicle, and City municipal and zoning codes that protect health, safety, and general welfare of residents and visitors.

Develops, implements and manages a code enforcement program involved in the efficient and effective enforcement of codes related to housing, dangerous buildings, abandoned/inoperative vehicles, trash, weeds, violations of Title 25, business operating without proper business license, improper or illegal signage, and other health and safety violations.

Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

Reviews and comments on proposed legislation impacting code enforcement.

Plans, directs, coordinates, and reviews the work plan for assigned staff involved in investigating code violations and initiating procedures to abate violations; assigns work activities, projects, and programs to implement Code Enforcement Strategic Plan; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Recommends the appointment of personnel; conducts performance evaluations and works with employees to correct deficiencies.

Oversees development and implementation of a comprehensive training program for new and existing staff.

Recommends and implements discipline procedures as directed; maintains discipline and high standards necessary for the efficient and professional operation of the division.

Participates in field activities and investigations; reviews reports prepared by Senior Code Enforcement Officers; may issue citations and prepare requests for criminal complaints as appropriate; prepares cases for prosecution; prepares materials for Council hearings; may testify in court regarding compliance action.

Develops and implements the appeals hearing process for all enforcement methods.

Develops and implements procedures to demolish/abate dangerous buildings; monitors performance of outside contractors hired to provide demolition and repair work.

Oversees and participates in the development and administration of the Code Enforcement Section's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

Represents the section and department to Council, community associations, boards, and outside agencies or organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.

Provides day-to-day interpretations of code enforcement regulations and documents for consistency.

Applies mediation, negotiation, and conflict resolution techniques in resolving cases.

Act as division manager in the absence of the building official as directed.

Builds and maintains positive working relationships with co-workers, other employees, and the public using principles of good customer service.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles of code compliance operations, activities, methods and procedures.

Pertinent local, State, and Federal laws, ordinances and rules.

Uniform Housing Code, Uniform Code for the Abatement of Dangerous Buildings, and Title 25 Mobile Home Parks Act.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of leadership, motivation, team building and personnel management.

Budgeting procedures and techniques.

Civil administrative remedies used to obtain code compliance; municipal court procedures.

Mediation, negotiation, and conflict resolution techniques.

Investigation and research related to the enforcement of City codes.

Computer equipment and software applications related to area of assignment.

Principles and practices of research, analysis, data compilation and effective report writing.

Ability to:

Organize, direct and manage the code compliance section activities.

Supervise, train, and evaluate assigned staff.

Deal effectively and tactfully with the public and obtain compliance with City codes.

Understand, apply and interpret rules and regulations related to assignment.

Use mediation, negotiation, and conflict resolution techniques.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Present training sessions related to area of responsibility.

Interpret and explain pertinent City and department policies and procedures.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in code compliance programs, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with a major in Business Administration, Urban Planning, Public Administration, Criminal Justice or a closely related field.

License or Certificate:

Possession of PC 832 certification (obtain within one year of appointment).

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time, intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulations; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less. See in the normal vision range with or without correction to read typical business documents, computer screens, blueprints, and drafting plans; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment with fluorescent lighting and moderate noise level. Some fieldwork is required with exposure to outside atmospheric conditions, traffic, noise, physical barriers, or around potentially hazardous construction conditions, substances and material. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.